HOW DO WE KNOW WE ARE MAKING A DIFFERENCE?

Using HEARTH to our Advantage

What is Performance Measurement?
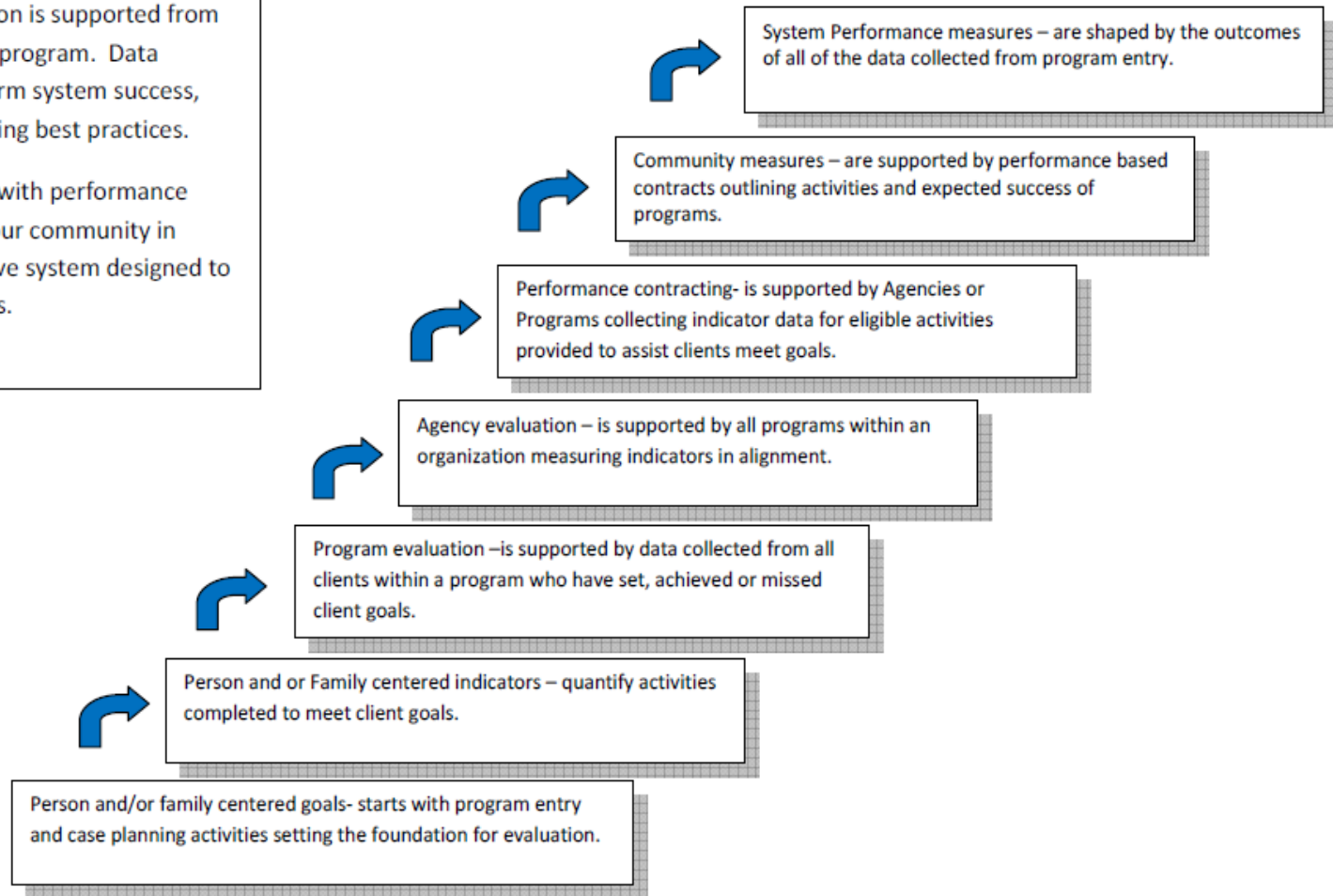
Performance measurement is a ***process*** that ***systematically evaluates*** whether your ***efforts*** are making an ***impact*** on the clients you are serving or the problem you are targeting.

Measuring Success

System performance evaluation is supported from the moment a client enters a program. Data collection is necessary to inform system success, system challenges and emerging best practices.

The HEARTH measures along with performance based contracting will assist our community in maintaining a highly responsive system designed to meet the needs of our citizens.

System Performance measures – are shaped by the outcomes of all of the data collected from program entry.

Community measures – are supported by performance based contracts outlining activities and expected success of programs.

Performance contracting- is supported by Agencies or Programs collecting indicator data for eligible activities provided to assist clients meet goals.

Agency evaluation – is supported by all programs within an organization measuring indicators in alignment.

Program evaluation –is supported by data collected from all clients within a program who have set, achieved or missed client goals.

Person and or Family centered indicators – quantify activities completed to meet client goals.

Person and/or family centered goals- starts with program entry and case planning activities setting the foundation for evaluation.

Performance Measurement Goals

▶ **Difference between system and program performance targets**

- ▶ Program goals: may vary depending on target population, program purpose, services, etc.; use for measuring program performance individually, compare to similar programs.

- ▶ System goals: reflect aggregate performance; measure of system impact; use for measuring system achievement of CoC goals, compare to other communities.

HEARTH

Measure 1: Length of time individuals and families remain homeless

▸ **Purpose:** A reasonably short length of time homeless indicates system and program success in rapidly re-housing persons who are homeless. It can also indicate efficiency related to turnover of beds which is essential to meet system demand for emergency shelter.

▸ **Programs:** Emergency Shelter, Transitional Housing

▸ **Definition:** The average cumulative number of days households receive emergency shelter and transitional housing as measured by their sum total days of program participation.

Measure 2: The extent to which individuals and families who leave homelessness experience additional spells of homelessness

‣ **Purpose:** A low percentage of individuals and families experiencing additional spells of homelessness indicates system and program success in preparing individuals and families for permanent housing and providing follow-up and prevention services to divert people from re-entering the system.

‣ **Programs:** All programs.

‣ **Definition:** The percentage of distinct households that leave any program type to a permanent housing situation and return to emergency shelter or transitional housing within 12 to 15 months following exit.

Measure 3: Success at reducing the number of individuals and families who become homeless

- **Purpose:** A reduction in the number of individuals and families who become homeless indicates that the system is effective in diverting people from homelessness by providing supportive services to help stabilize those at risk of becoming homeless.

- **Programs:** Emergency shelter, Transitional housing.

- **Definition:** Decrease in the number (or percentage) of "new" clients in the system. New clients are defined as people who: (a) entered an emergency shelter or transitional housing program during the quarter and (b) have not received any homeless residential services in the 15 months prior to the client's first program entry date during the quarter.

Group Activity

▸ Using this framework, how would you define success?

▸ What do we need to do differently as a system to have a positive impact on these measures?